



**City of Sunnyvale
Department of Parks & Recreation
Recreation Division
INFORMATIONAL BULLETIN**



**CASE MANAGEMENT IS COMING
TO THE SUNNYVALE SENIOR CENTER**

Frequently Asked Questions:

1. What is Case Management?

Case Management, also known as Care Management, assists seniors and their families in identifying care and service needs. One of the primary goals of Case Management is to link individuals with services that will allow them to maintain their independence and continue to live in their home if it is safe to do.

2. Why did the City discontinue Case Management?

Contrary to the belief of some members of the public, Case Management was never a City service; however, at one time this service was offered by Sunnyvale Community Services. Sunnyvale Community Services is a local non-profit organization.

3. Who will be eligible for Case Management services?

Residents of the city of Sunnyvale ages 50+ will be eligible for Case Management services.

4. How much will the services cost?

The services will be provided at no cost to the eligible clients. New resources were included in the City budget for fiscal year 2006/2007 to support a pilot Case Management program to be staffed by a part-time case management worker. A portion of this cost will be offset by an anticipated contribution from the Council on Aging Silicon Valley.

5. Does this mean that other programs at the Sunnyvale Senior Center will be eliminated due to adding the Case Management service?

The City is responding to an assessed need to serve Sunnyvale's frail elderly population. City Council has allocated new funds to support the pilot program. The potential partnership with the Council on Aging Silicon Valley provides the City with an opportunity to explore the feasibility of providing a pilot program and determining the demand for such services by local seniors. If this is a successful program for Sunnyvale seniors, City Council may decide to continue the program into future years.

6. When will the Case Management services be offered?

Case Management services are expected to be available to Sunnyvale seniors as early as Fall 2006. Flyers with more details will be distributed as information becomes available.

7. How will the Case Management Program work?

The part-time case manager will work out of an office in the Sunnyvale Senior Center and potential clients will be able to reach the manager by phone and email. The case manager will be responsible for the following services:

- Assessment
- Care planning
- Service arrangement
- Monitoring of the senior client

Some of this work will be done in the case manager's office and some will occur in clients' homes.